

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 11/03/2021 (2:30pm)

Location: Microsoft Teams

Attendees: Judy McKinney-Cherry, JoAnn Fratarcangelo, Bill Caudill, Aj Kircher, Bruce Boughton, Stacey Carollo

CSS, Operator Staff & Other Guests: Phyllis Balliett, Rae Ann Widmer-Mason, Keith Guthrie, Melissa Johnson, Shelly Madden, Wendy Harrison

2:30 PM Meeting Called to Order

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed.

➤ **Minutes:**

- 10/06/2021 Minutes *Approved at 10/28/2021 Board of Directors meeting.

➤ **Youth Program: (PY21)**

- Emerging Workforce will enroll 85 new participants. 23 participants have been enrolled. For the month of October, we have had 6 referrals and 6 new enrollments at the end of quarter 1.
- Emerging Workforce will provide 35 New Work Experience based trainings. 6 currently active. 3 new in the month of October. 1 Work Experience at Chemung County SPCA & 1 at EOP.
- Emerging Workforce will provide 20 ITA's. To date there have been 8 individuals approved or enrolled in ITA Training.
- Referral breakdown – 15 Workplace, 9 Chemung County Summer Youth Employment Program, 8 Self Referrals, 11 CSS WFNY, 6 Steuben County Summer Youth Program, 5 Baseball game, 2 Community, 2 Local Businesses, 1 Avoca School. 1 DOL, 1 Hornell Area Concerned for Youth & 1 other outreach event. WE have a diverse referral source.
- 61 Participants are currently in their Follow Up year. 23 have employment or education outcomes reported. 38 have no employment or education outcomes reported.
- 23 outcomes are- 1 Accounting, 1 HVAC, 6 Food Service, 5 Beauty, 4 Healthcare, 1 Automotive, 1 Childcare, 1 has left the workforce, 1 Education as Architect, 1 Education as Criminal Justice.

Motion to approve September youth report as presented:

First: Bill Caudill

Second: Bruce Boughton

Unanimous approval

➤ **Operations: Operator Report**

- In the first three weeks in October there were 339 (46%) customers served. As noted last month, there continues to be an increase in service to dislocated workers (57), The remaining 282 (54%) customers were assisted with career center services.
- Self-service customers are those who come into the center and utilize the resource room independently to conduct a job search, apply for various positions or complete unemployment insurance tasks.
- In the first three weeks in October, 124 customers (83 Adult, 11 DW, and 30 Self-Service), received on site career center services. Total 194 walk-ins in October.
- **Workshops:**
 - Looking at Workshops and titles to make workshops more enticing.
 - New workshop being offered in November “Mastering Online Applications”
- **Career Center Operations:** Some of our site partners & employers have asked to utilize some of the career center space in the Elmira Center lobby to do some recruitments. A process is in place to get them set up to enter into the lobby to start seeing customers coming in. Fidelis will be returning to the Elmira Center 1 day/week. Express Employment Solutions has requested to come onsite to the Elmira Center once a week starting in November.
- **Diversity & Inclusion:** Shelly and Rae Ann have meet with The WorkPlace Diversity Officer, she will be doing a series of trainings for the Workplace staff including partners on working with individuals with barriers to employment, inclusion, diversity, disabilities, unseen disabilities.
- **Other:**
 - Staff have received training on how to use the ADA computers. This will be an ongoing thing.
 - The Workplace has advertised on Indeed for an additional ½ FTE for Hornell with the ability to cover other centers, workshops and Career Center Orientations as needed. Looking to fill as soon as possible.
 - Hornell - Kip been appointed the Regional Manager for DOL. DOL will be recruiting for full-time supervisor in the Hornell Career Center.
 - DOL will also be piloting in Hornell to start meeting with customers with limited capacity, appointment only and checking in with security. No walk-in availability! They will be meeting with customers in their conference room.

➤ **Quality Assurance/Performance Report – Nothing to report**

- Will be starting program monitoring and should be done by mid-December.

➤ **Other Business**

- Judy mentioned about exploring Virtual Reality and recommended to board and staff to check out the Future Party Blog.
- There was discussion that the committee would like to see full month reports.

➤ **Meeting Adjourned: 3:22 pm**

Motion to adjourn meeting

First: Aj Kircher

Second: Bill Caudill

Unanimous approval

Next Meeting: December 1st, 2021, at 2:30